



June 22, 2017

Announcement 1396

Urgent Notice for All Providers: Nevada Medicaid Provider Web Portal (PWP) Upgrade Postponed

The Nevada Medicaid Provider Web Portal (PWP) upgrade from version 4.0 to version 5.0 originally scheduled to be implemented on June 26, 2017, has been postponed. The implementation has been rescheduled for July 24, 2017.

In [Web Announcement 1390](#), providers were notified that they could not submit prior authorization (PA) requests through the Provider Web Portal June 23, 2017, through June 26, 2017. As a result of the upgrade postponement, the Provider Web Portal will be available for prior authorization requests June 23, 2017, through June 26, 2017. Providers should continue to request prior authorizations as they do currently until July 21, 2017. Dental/Orthodontia, Adult Day Health Care (ADHC) and Personal Care Services (PCS) providers will be able to use the Provider Web Portal to request authorizations starting July 24, 2017.

Due to the PWP system upgrade implementation on July 24, 2017, providers will not be able to submit prior authorization requests on the portal from 5 p.m. Pacific Time (PT) Friday, July 21, 2017, through 8 a.m. PT Monday, July 24, 2017. Pharmacy PAs are submitted via fax or phone through OptumRx and will not be impacted.

Nevada Medicaid requests providers submit only urgent PA requests on Monday, July 24, 2017, and Tuesday, July 25, 2017, and hold any non-urgent PA requests until Wednesday, July 26, 2017. An urgent PA request is any PA that is needed to progress to a lower level of care or for a medical procedure that, if delayed, would put the recipient at risk. **This is a request only.**